OnDemand Version 2.5

Installation Manual & User's Guide

AST Technology

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Overview of OnDemand Software

OnDemand is reporting software provided free of charge by AST Technology. When connected to a CVe Monitor, OnDemand generates a historical service record for your mold. Whether you are an OEM wanting to monitor cycle times for off-site tooling, a molder wanting to decrease down time, or a mold-maker requiring proof of maintenance for warranty issues, OnDemand was created for you.

At the root of the mold monitoring system is the CVe Monitor. Although it shares the same footprint and mounting specifications as a traditional mechanical mold counter, it provides a technological advantage for companies valuing process monitoring. Existing counters tell you how many times your mold has been open and closed. However, a CVe Monitor, with OnDemand software, will tell a more complete story, including:

- Average Cycle Time for the current week, each of the past 52 weeks, during the last 25,000 cycles and for the life of the mold.
- Mold down-time while in the press for the current week, each of the past 52 weeks, during the last 25,000 cycles and for the life of the tool.
- Mold out of service time for the current week, each of the past 52 weeks and for the life of the tool.
- Mold Activity Tracking keeps a record of mold shut-downs for preventive maintenance, repairs and revisions.

The CVe System Monitoring program is under continual development. Leveraging the unique insight and experience provided by AST and the PCIC Group of companies, and listening to our customers, we will create a program that will benefit OEMs, molders and mold-builders by providing quantitative data to assist in your decision making process.

Ideas and suggestions should be sent to HelpDesk@AST-tech.de

System and Software Requirements

Required

- Windows XP (SP2 or greater), Windows 7 or 8
- .Net Framework 4 Client Profile*
- Microsoft Excel® 2003 or greater
- Internet Explorer 8
- Internet Access**

Recommended

- Microsoft Excel® 2007 (SP2), Excel® 2010 or 2013
- Internet Access***

*****If you have an internet connection and you do not have .Net Framework 4 Client Profile, it will automatically download and install during OnDemand's installation. If you are not connected to the internet and .Net Framework 4 Client Profile is not installed on your computer, it can be downloaded and manually installed by visiting http://www.microsoft.com/download/en/details.aspx?id=24872

**OnDemand software must have access to the internet when being used with CVe Monitors that have a Device ID beginning with the letter O. The Device ID is printed on the front face of the CVe Monitor.

***CVe Monitors that have a Device ID beginning with the letter M require internet access to take advantage of all of OnDemand's benefits.

CVe Monitor Configurations

To address the various needs of our customers, the CVe Monitor is available in two configurations. The monitor configuration is based on the serial number/Device ID on the front face of the CVe Monitor.

Device ID beginning with O ("O", or "OEM version")
O-version Monitors offer the greatest assurance of data integrity by requiring that reports are backed up on AST servers. This allows AST to provide "source data" to the program subscriber. Customers with O version Monitors must provide OnDemand access to the internet to send the backup file.

Device ID beginning with M ("M version")
M-version Monitors are not required to backup reports and do not require an internet connection. If an internet connection is available, your reports will be backed up automatically by default.

CVe FLASHdr

All CVe Monitors come with approximately 4GB of file storage space. The Flash drive uses preinstalled drivers and does not require additional software.

To access the flash drive, tether the CVe to your PC using a Type B mini USB to USB cable then press the button on the face of the CVe until FLASHdr is displayed on the CVe Monitor.

Windows will automatically assign a drive letter to the CVe Monitor. To determine what drive has been assigned to the CVe click on Widows Explorer and find the device titled "Removable Disk" and the drive listed alongside it is the assigned drive.

This feature has been added to allow portability of documents relating to the mold. For example, the CVe Flash drive allows updated mold geometry (blueprints) to "travel" with the tool. This allows mold shops to have the information necessary to complete repairs and revisions without having to track down prints.

Report Formats

Recognizing the differences in software in use by our customers, OnDemand is configured to operate across multiple platforms and Windows/IT environments. Full reporting functionality can be gained by using Excel 2003 or greater. File formats are impacted by the version of Excel installed on the PC being used to query the CVe Monitor.

Reporting Formats Supported

Microsoft Excel Version	Creates PDF Document*	Creates Excel Workbook
Excel 2013	✓	✓
Excel 2010	✓	✓
Excel 2007	✓	✓
Excel 2003		✓

AST Technology recommends Excel 2007 or greater. The ability to generate an uneditable PDF creates an added measure of report security. Please note that the Excel report is also password protected.

Tips for System Monitoring Implementation

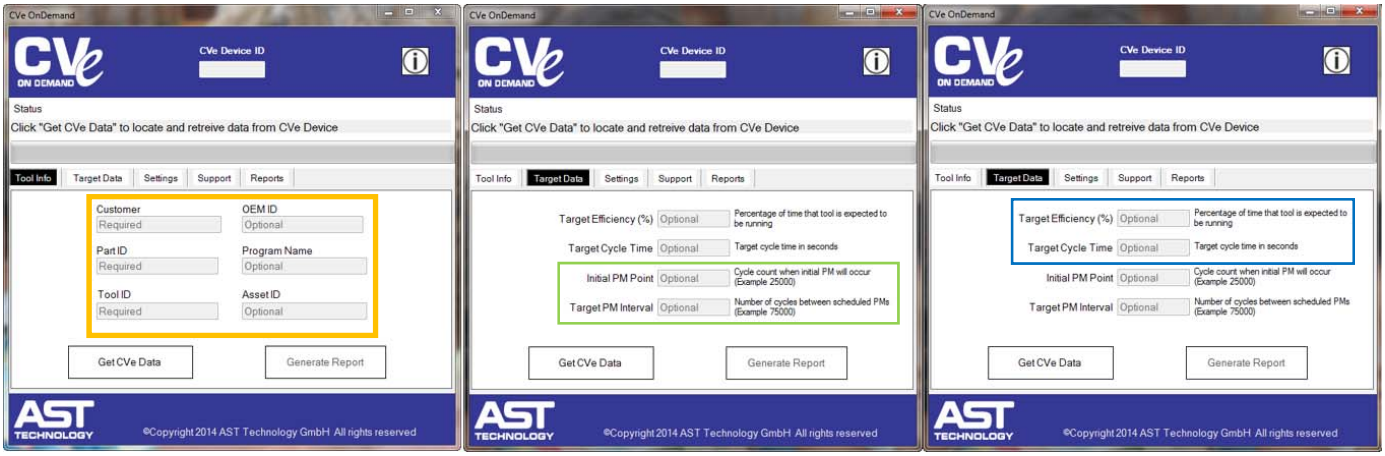
Some advance planning allows users to take advantage of the information that a properly monitored tool can provide. The following model is a method of ensuring successful implementation of your System Monitoring program.

Initial Setup

1. Molders and mold-makers download and install free OnDemand software from www.CVeMonitor.com
2. Using OnDemand software and information provided by the OEM (tool owner) the mold-maker connects the CVe Monitor to a PC and programs the following information to the CVe Monitor.
   - Cycle Count of mold [Only used when installing a new Monitor on an old tool]
   - Customer (mold owner)
   - Part ID (as provided by mold owner)
   - Tool ID (as provided by mold owner)
   - OEM ID (as provided by mold owner-optional)
   - Asset ID (as provided by mold owner-optional)
   - Program Name (as provided by mold owner-optional)
   - Initial Maintenance Interval (specified by mold-builders warranty requirements)

- Ongoing Preventive Maintenance (PM) Interval (specified by mold-builders warranty requirements)
- Mold builder loads tool geometry or other documentation onto CVe FlashDr

3. Tool ships for sampling at molder. Data from sampling is used to determine target cycle time and target activity percentage. The molder connects the CVe Monitor to a PC and programs the following information to the CVe Monitor using OnDemand software.
   - Target Cycle Time for tool programmed
   - Target Efficiency for tool programmed
   - Molder can load set-up sheets onto the CVe FlashDr



Information from OEM entered by mold-builder

Warranty requirements entered by mold-builder

Information entered by molder, following sampling/approval.

Reporting Frequency

It is recommended that a Report is generated each time the tool has any work or maintenance performed on it.

Reporting that is done at weekly, monthly or quarterly intervals provides a snapshot of a molds activity. This can be used to verify that your tool is meeting quoted production goals.

Selecting the Storage Path for Reports

The first time that OnDemand is run you will be prompted to choose a location for your OnDemand directory. To change the default location click the “Browse” button, navigate to your preferred destination and click “Save”. Once selected, OnDemand will create a directory for storing Reports. If you chose to change the location of the directory you must move your reports to the new location to ensure the Activity Logs are up-to-date.

All computers that run OnDemand must save to Reports to the same location to insure that the Activity Log is up-to-date.

When OnDemand runs a Report it creates a folder for the customer and puts a folder named with the Mold ID, Part name and Device ID into it. All reports from this device will automatically be saved to this location.

Installing OnDemand Software

To ensure a successful installation, verify your Microsoft Operating System and Office software are updated by visiting http://www.update.microsoft.com/microsoftupdate/v6/default.aspx?ln=en-us

Up to four steps may be required to complete OnDemand's installation. Failure to complete all of these steps will prevent OnDemand from creating reports. Each step is outlined in further detail in this section.

Step 1: Installing OnDemand to your computer

Step 2*: Adjust Excel settings to allow OnDemand to use it to generate reports

Step 3*: **[Windows 7 only]** Adjust settings to allow OnDemand to work with your operating system

Step 4: Validate Email

Step 5*: Register OnDemand and receive a password

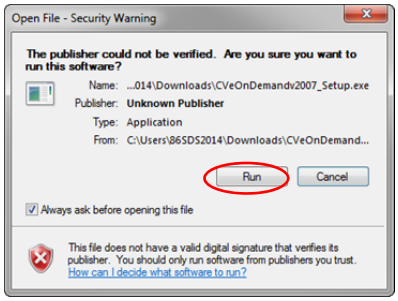
***Steps 2, 3, and 5 are only required when installing OnDemand for the first time and do not need to be performed when upgrading OnDemand to a newer version. (See the section entitled "Upgrading OnDemand Software" for additional information).

Step 1: Installing OnDemand to your computer

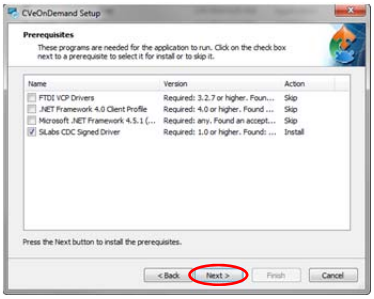
OnDemand software can be downloaded from www.CVemonitor.com

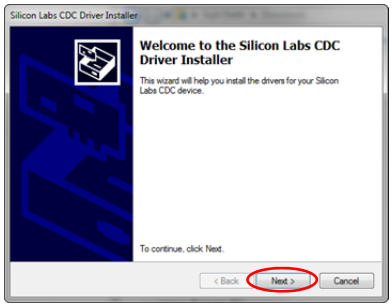
Follow the steps below and if asked to trust the software being installed, click "YES"

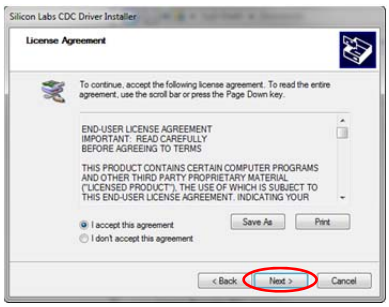
Install screens may vary slightly based on your configuration. In every case, accept the default settings and continue through the install using the Next button.

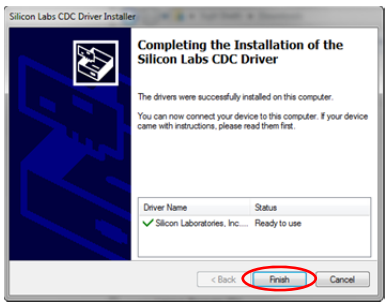

Open File - Security Warning
The publisher could not be verified. Are you sure you want to run this software?
Name: ...014\Downloads\CVeOnDemandv2007_Setup.exe
Publisher: Unknown Publisher
Type: Application
From: C:\Users\86SDS2014\Downloads\CVeOnDemand...
Run
Cancel
Always ask before opening this file
This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust.
How can I decide what software to run?

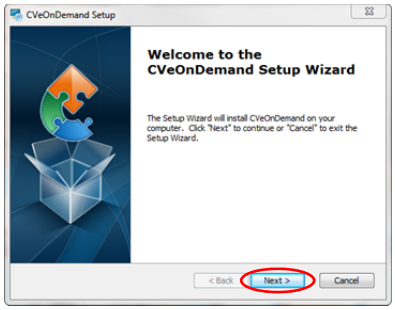
CVeOnDemand Setup
Welcome to the Prerequisites Wizard
The setup has determined that some of the prerequisites needed to run this program are missing. This wizard will assist you in getting and installing those prerequisites. Click Next to continue to the list of prerequisites.
Click Finish at any time to completely skip the installation of prerequisites and jump to the installation of the main program. Click Cancel to cancel the installation and exit the Setup Wizard.
< Back
Next >
Finish
Cancel

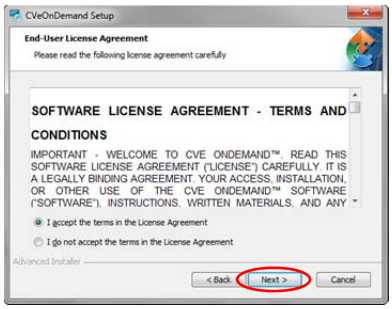

CVeOnDemand Setup
Prerequisites
These programs are needed for the application to run. Click on the check box next to a prerequisite to select it for install or to skip it.
Name
Version
Action
FTDI VCP Drivers
.NET Framework 4.0 Client Profile
Microsoft .NET Framework 4.5.1 (...
SiLabs CDC Signed Driver
Press the Next button to install the prerequisites.
< Back
Next >
Finish
Cancel

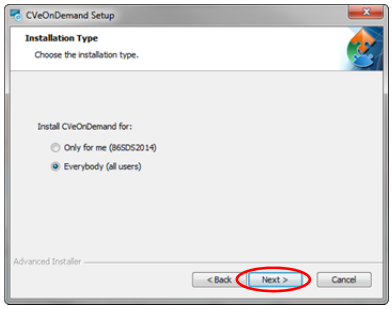

Silicon Labs CDC Driver Installer
Welcome to the Silicon Labs CDC Driver Installer
This wizard will help you install the drivers for your Silicon Labs CDC device.
To continue, click Next.
< Back
Next >
Cancel

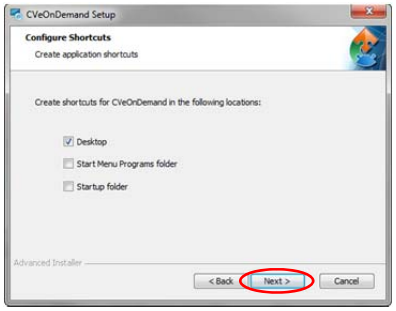

Silicon Labs CDC Driver Installer
License Agreement
To continue, accept the following license agreement. To read the entire agreement, use the scroll bar or press the Page Down key.
END-USER LICENSE AGREEMENT
IMPORTANT: READ CAREFULLY
BEFORE AGREEING TO TERMS
THIS PRODUCT CONTAINS CERTAIN COMPUTER PROGRAMS AND OTHER THIRD PARTY PROPRIETARY MATERIAL ("LICENSED PRODUCT"). THE USE OF WHICH IS SUBJECT TO THIS END-USER LICENSE AGREEMENT. INDICATING YOUR
I accept this agreement
I don't accept this agreement
Save As
Print
< Back
Next >
Cancel

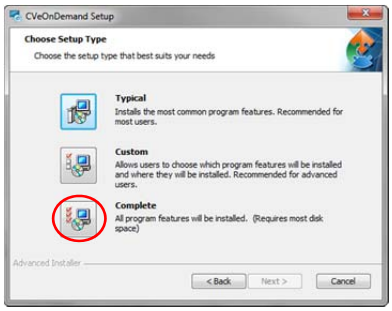

Silicon Labs CDC Driver Installer
Completing the Installation of the Silicon Labs CDC Driver
The drivers were successfully installed on this computer.
You can now connect your device to this computer. If your device came with instructions, please read them first.
Driver Name
Status
Silicon Laboratories, Inc.....
Ready to use
< Back
Finish
Cancel

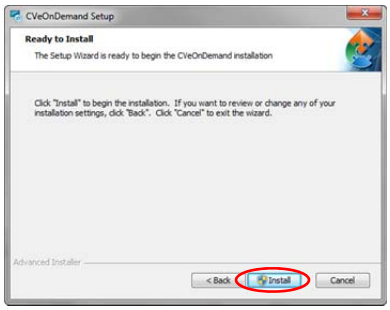

CVeOnDemand Setup
Welcome to the CVeOnDemand Setup Wizard
The Setup Wizard will install CVeOnDemand on your computer. Click "Next" to continue or "Cancel" to exit the Setup Wizard.
< Back
Next >
Cancel

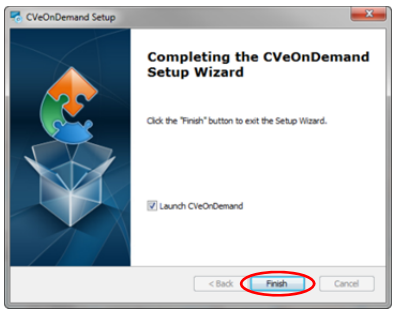

CVeOnDemand Setup
End-User License Agreement
Please read the following license agreement carefully
SOFTWARE LICENSE AGREEMENT - TERMS AND CONDITIONS
IMPORTANT - WELCOME TO CVE ONDEMAND™. READ THIS SOFTWARE LICENSE AGREEMENT ("LICENSE") CAREFULLY. IT IS A LEGALLY BINDING AGREEMENT. YOUR ACCESS, INSTALLATION, OR OTHER USE OF THE CVE ONDEMAND™ SOFTWARE ("SOFTWARE"), INSTRUCTIONS, WRITTEN MATERIALS, AND ANY
I accept the terms in the License Agreement
I do not accept the terms in the License Agreement
Advanced Installer
< Back
Next >
Cancel






CVeOnDemand Setup
Choose Setup Type
Choose the setup type that best suits your needs
Typical
Installs the most common program features. Recommended for most users.
Custom
Allows users to choose which program features will be installed and where they will be installed. Recommended for advanced users.
Complete
All program features will be installed. (Requires most disk space)
Advanced Installer
< Back
Next >
Cancel


CVeOnDemand Setup
Ready to Install
The Setup Wizard is ready to begin the CVeOnDemand installation
Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.
Advanced Installer
< Back
Install
Cancel



Step 2: Change Excel Settings to Allow OnDemand to Generate Reports

OnDemand software uses Microsoft Excel to generate Reports and Activity Logs containing your monitor's molding data. Follow the instructions below to configure Excel 2007 or greater for use with OnDemand software.

1. Open Excel
2. Select File >> Options >> Trust center >>Trust Center Settings >> Macro Settings
3. Check the box adjacent to Trust Access to the VBA Project Object Model
4. Click Protected View

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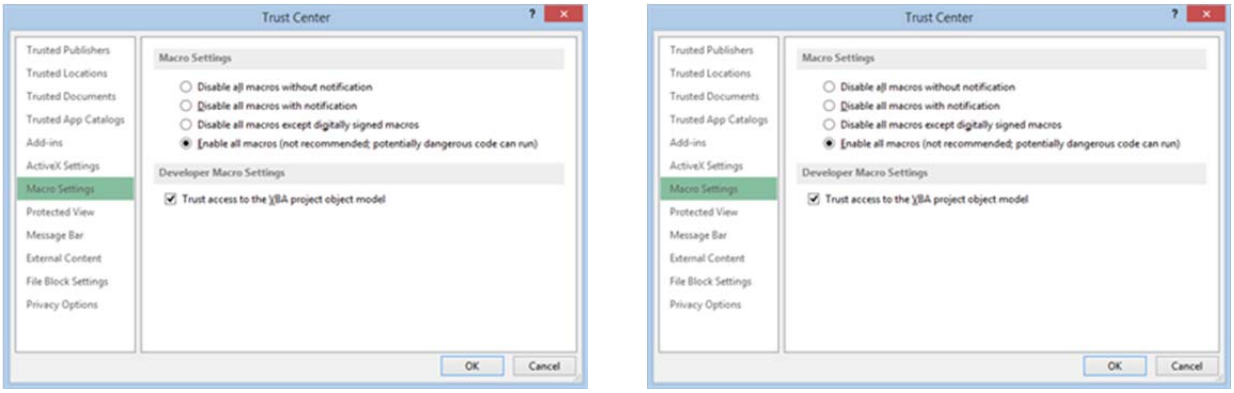
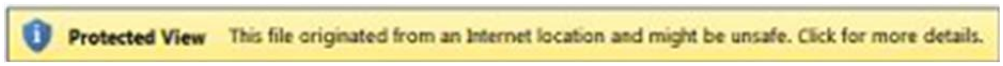
5. Uncheck the box adjacent to Enable Protected View for Files Originating from the Internet
6. Click OK
7. Close Excel



Excel settings to allow it to generate OnDemand Reports

Once the above settings have been adjusted, the Excel template that has been installed on your computer will need to be opened to verify that it is not opening in Protected Mode.

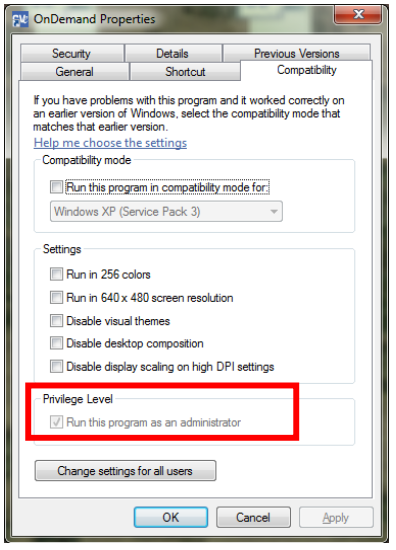
1. Navigate to the template that is located at C:\Program Files (x86)\CVe\CVeOnDemand
2. Open the file named CVeReportTemplate
3. If it has opened in Protected View, there will be a yellow message bar along the top of the Excel window, click on it then click **Enable Editing**



Excel's Protected View Header

Excel is now configured for use by OnDemand software.

Step 3: Change Settings to Allow OnDemand to Work with Windows 7 Operating Systems


OnDemand Properties
Security
Details
Previous Versions
General
Shortcut
Compatibility
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version.
Help me choose the settings
Compatibility mode
Run this program in compatibility mode for:
Windows XP (Service Pack 3)
Settings
Run in 256 colors
Run in 640 x 480 screen resolution
Disable visual themes
Disable desktop composition
Disable display scaling on high DPI settings
Privilege Level
Run this program as an administrator
Change settings for all users
OK
Cancel
Apply

Windows 7 requires a final step to complete the installation process. The following instructions grant OnDemand permission to run Excel and generate reports.

Windows 7 Only

- Right click the OnDemand desktop icon
- Choose **Properties** from the menu (bottom of list)
- Check the box next to **Run this program as an administrator**
- You may be prompted to enter an administrative password.
  (If prompted, consult your MIS or IT department for assistance.)
- Click Apply, and then close the window

Step 4: Validate Email

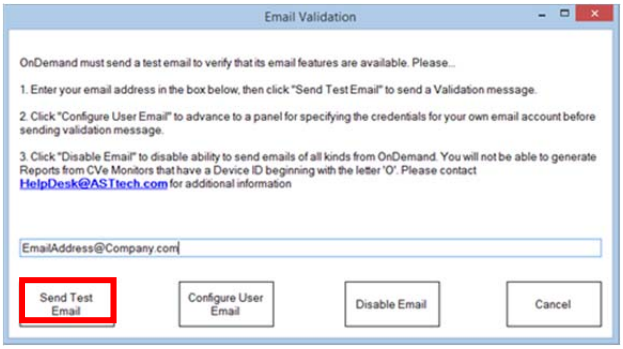
If OnDemand does not have a valid Email connection, then users will only be allowed to download encrypted data from the Monitor. Users will not be able to view the data or generate a report. (However, the encrypted data can be forwarded to other users who can view it with Email validated OnDemand software.)

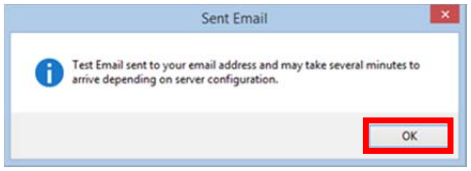
Beginning with version 2.4, OnDemand requires a test Email is sent to ensure that OnDemand is properly configured. Once completed the software displays a message in its header indicating that its Email feature is enabled.

OnDemand is already configured to use a preconfigured default Gmail account for sending reports and encrypted data as attachments to an Email.

Email validation using a Gmail account.

1. On the Support tab select Configure Email. (This window will automatically pop up if it is the first time using OnDemand with a specific monitor.)
2. Type the destination Email address for the test Email. Note: If you are unable to enter an Email address then OnDemand is not able to access Gmail to send attachments. In this case, follow the instructions for Email validation of a personal Email account.
3. Click Send Test Email.
4. The Email Server Test window appears. This will provide information in the event that OnDemand is unable to send the test Email. If this fails, then follow the instructions for Email validation of a personal Email account.
5. Once OnDemand successfully sends an Email, you will be notified. Click OK to continue.

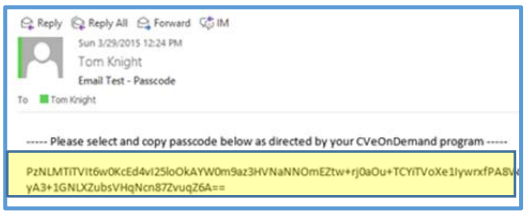

Email Validation
OnDemand must send a test email to verify that its email features are available. Please...
1. Enter your email address in the box below, then click "Send Test Email" to send a Validation message.
2. Click "Configure User Email" to advance to a panel for specifying the credentials for your own email account before sending validation message.
3. Click "Disable Email" to disable ability to send emails of all kinds from OnDemand. You will not be able to generate Reports from CVe Monitors that have a Device ID beginning with the letter 'O'. Please contact HelpDesk@ASTtech.com for additional information
EmailAddress@Company.com
Send Test Email
Configure User Email
Disable Email
Cancel


Sent Email
Test Email sent to your email address and may take several minutes to arrive depending on server configuration.
OK

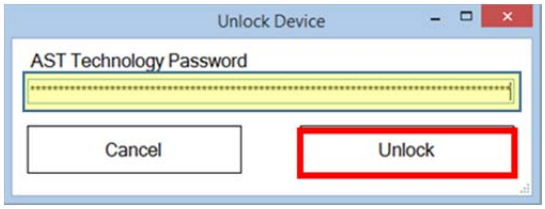
6. A Passcode Confirmation window appears. Click Enter Passcode.

Passcode confirmation
If you received a test email it will contain a passcode...
1. Click "Enter Passcode" to be prompted for the passcode (select and copy from the email message).
2. Click "Resend Email" to resend the Validation Email.
3. Click "Cancel" to disable ability to send emails of all kinds from OnDemand. You will not be able to generate Reports from CVe Monitors that have a Device ID beginning with the letter 'O'. Please contact HelpDesk@ASTtech.com for additional information
Enter Passcode
Resend Email
Cancel
Cancel

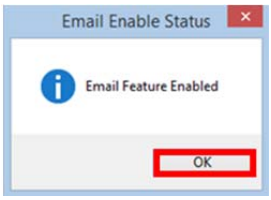
7. Open the email that was just sent.
8. Copy the passcode contained in the Email and paste it into the Unlock Device field **BEFORE** clicking Unlock.



9. Click Unlock.



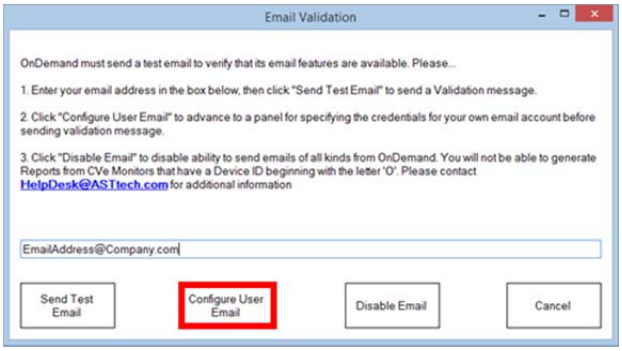
10. The Email Enable Status window opens confirming the Email feature has been enabled. Click OK.



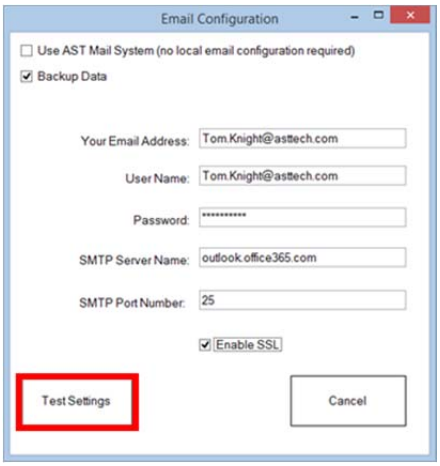
In some cases a company's internet security policies prevent this from happening. Because of this, OnDemand can be reconfigured to use almost any Email account to send reports and data. This allows a company to designate an Email account for use by OnDemand that is not objectionable from an IT security standpoint.

Email validation using a personal Email account. (For accounts other than Gmail.)

1. Access the Email Validation feature by selecting Configure Email from the SUPPORT tab.
2. Click Configure User Email.

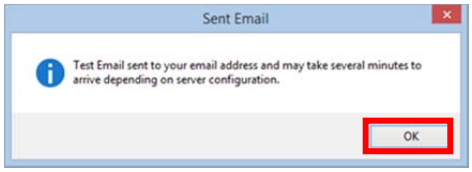

Email Validation
OnDemand must send a test email to verify that its email features are available. Please...
1. Enter your email address in the box below, then click "Send Test Email" to send a Validation message.
2. Click "Configure User Email" to advance to a panel for specifying the credentials for your own email account before sending validation message.
3. Click "Disable Email" to disable ability to send emails of all kinds from OnDemand. You will not be able to generate Reports from CVe Monitors that have a Device ID beginning with the letter 'O'. Please contact HelpDesk@ASTtech.com for additional information
EmailAddress@Company.com
Send Test Email
Configure User Email
Disable Email
Cancel

3. The Email Configuration Window opens. Uncheck Use AST Mail System.
4. Completed the fields with Email configuration settings for the account to be used.
5. Click *Test Settings.*

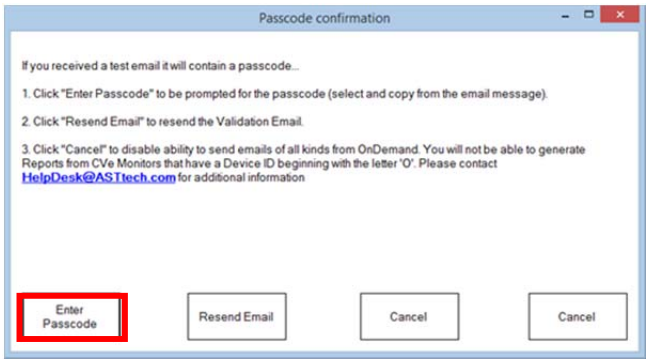


6. The Email Server Test window appears. This will provide information in the event that OnDemand is unable to send the test Email.

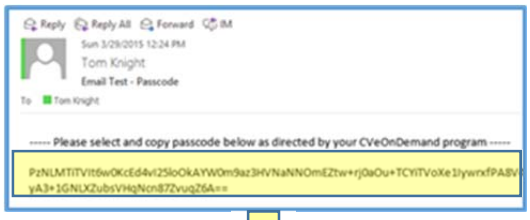
7. Once OnDemand successfully sends a test Email, you will be notified. Click OK.


Sent Email
Test Email sent to your email address and may take several minutes to arrive depending on server configuration.
OK

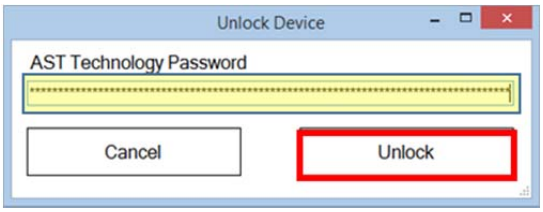
8. The Passcode Confirmation window appears. Click Enter Passcode.


Passcode confirmation
If you received a test email it will contain a passcode...
1. Click "Enter Passcode" to be prompted for the passcode (select and copy from the email message).
2. Click "Resend Email" to resend the Validation Email.
3. Click "Cancel" to disable ability to send emails of all kinds from OnDemand. You will not be able to generate Reports from CVe Monitors that have a Device ID beginning with the letter 'O'. Please contact HelpDesk@ASTtech.com for additional information
Enter Passcode
Resend Email
Cancel
Cancel

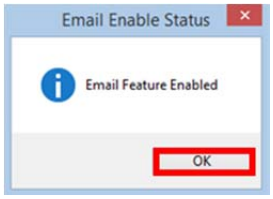
11. Open the email that was just sent.
12. Copy the passcode contained in the Email and paste it into the Unlock Device field **BEFORE** clicking Unlock.



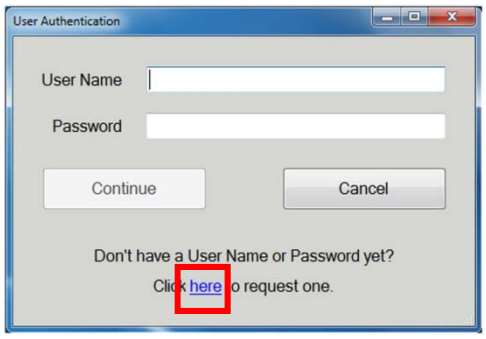
13. Click Unlock.



14. The Email Enable Status window opens confirming the Email feature has been enabled. Click *OK.*



Step 5: Register OnDemand software



When OnDemand is run on a computer for the first time, the user will be prompted to enter a User Name and Password. Clicking the word “here” at the bottom of the User Authentication Screen will provide details for obtaining a User Name and Password.

Once the name/password has been received by AST via Email, launch OnDemand and enter the User Name and Password that has been provided. The User Name / Password combination provided to your company will be used for all OnDemand installations within the location.

After entering a User Name and Password for the first time, subsequent launching of the software will not require this information.

Upgrading OnDemand Software

AST is committed to the continual development of our CVe Monitoring/ OnDemand program. As software updates become available all registered users will be notified via email. The latest version of OnDemand is always available at www.CVeMonitor.com. The latest product information and technical documentation is also located here.

To install an upgraded version of OnDemand simply follow the typical installation directions contained in the next section.

Upgrading software does not require reentry of a User Name or password.

Language Support and Expansion

Recognizing the global nature of manufacturing, OnDemand software and Reports can be used in viewed in multiple languages. If you require a language that is not yet supported please contact AST Technology.

To change the language used for OnDemand software, Reports and Activity Logs, select the representative flag.

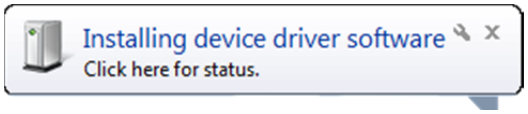
Windows XP: To use Mandarin you must install Far East character support with the following steps

1. Open the control panel (Start->Settings->Control Panel)
2. Select Regional and Language Settings
3. In the Regional and Languages Options panel select the languages tab and be sure at least the "Install files for East Asian languages" is checked. If not, please check. The files will install, and you will be required to reboot your system.

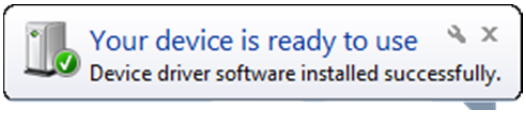
CVe Monitor Initialization

Steps to Initialize a CVe Monitor

1. **Tether the CVe Monitor** to a PC that has OnDemand installed using a mini USB type B cable.
2. Ensure the CVe is not in FLASHdr mode by pressing the button on the face of the Monitor until it does not say FLASHdr.
3. Wait for the **CVe's drivers to load.** This happens each time a CVe is tethered to a PC that it has not previously been connected to.

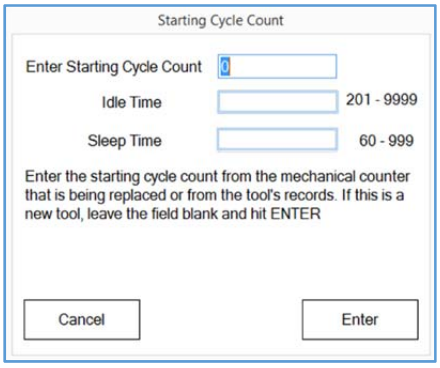


CVe is ready to use



CVe Driver is installing

4. Program a **Starting Cycle count** (other than zero) if this is a retrofit.
5. For CVe Monitors manufactured in May 2015 or later: enter the Sleep Threshold and Idle Threshold in seconds. For monitors prior to May 2015 the defaults of 201 and 360 seconds respectively are displayed. Press Enter when complete.
6. On the Tool Info tab, at a minimum, **complete the fields labeled Customer, Tool ID and Part Name.** (Optional fields can be completed at any time.)
7. **Click Generate Report** to permanently write the information to the CVe Monitor.
8. **Click OK** on the popup warning that the data will be permanently written to the CVe.

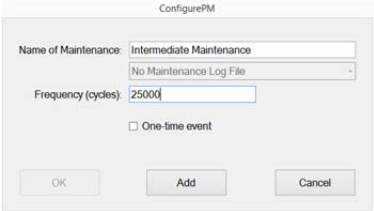

Starting Cycle Count
Enter Starting Cycle Count
0
Idle Time
201 - 9999
Sleep Time
60 - 999
Enter the starting cycle count from the mechanical counter that is being replaced or from the tool's records. If this is a new tool, leave the field blank and hit ENTER
Cancel
Enter

Adding Preventive Maintenance (PM) Requirements

To Add a Preventive Maintenance (PM) Requirement for a Tool Using OnDemand

1. Click on the Maintenance tab.
2. Click on Add PM Requirement. The Configure PM window opens.

3. Enter a name for this maintenance and the cycle count frequency.
4. Click Add. PM points will show up in a list on the Maintenance tab.

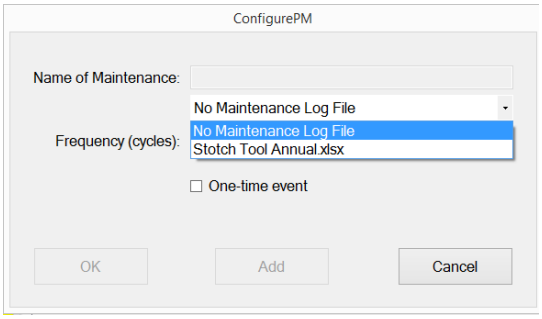


Attaching Customer Created Excel Workbooks to PM Points

You can choose to attach a customer created Excel workbook to a PM requirement. This can be any workbook that you would like a user to complete at the time the designated PM is performed.

1. After installing OnDemand software, access your computer's C drive and locate the Program Data folder. Click on the CVe folder. Click on the CVe OnDemand folder. Finally click on the Maintenance Template folder.

2. Copy and paste your custom Excel Workbook into this folder so that OnDemand can access this during the PM process. (You can place as many workbooks here as desired.)
3. When creating the PM Requirement the drop down box containing your workbook is active. Select the workbook from the dropdown that corresponds to this PM. (You can select more than one.)
4. Complete the Configure PM window as usual.



Logging PM Performed Using OnDemand

On the Maintenance tab, OnDemand displays PM Points, the interval, when maintenance was last performed and when it is next due. To log that PM has been performed see the Generating Performance and Activity Reports section of this guide.

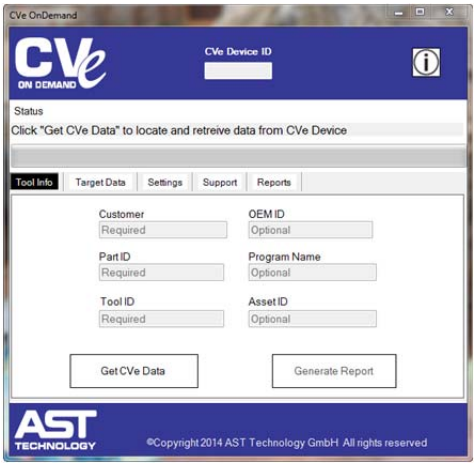
Generating Performance and Activity Reports

OnDemand creates a customized Performance and Activity Report for each mold with a CVe Monitor. These reports provide information on current and historical cycle times and efficiency measures. Additionally, maintenance activities (PM) are graphed to ensure consistent and on-time PM.

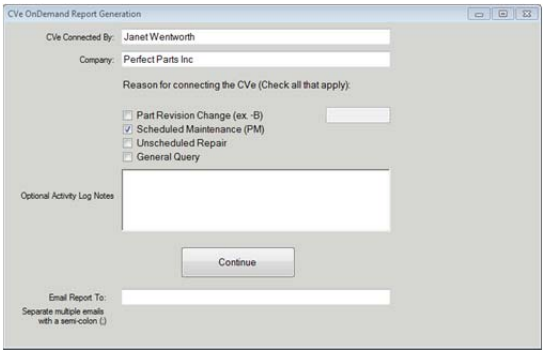
Performance and Activity Reports are powerful indicators of the condition of the mold and lend valuable insight into molding quality issues. As such, many key stakeholders require that reports are to be sent at regular intervals.

Generating a Performance Report and Activity Log

1. Connect an **initialized** CVe Monitor to your PC using a mini Type B to USB cable.
2. Open your **registered** copy of OnDemand software
3. Click on “Get CVe Data”
4. After OnDemand retrieves mold data from the CVe Monitor click “Generate Report” to continue.

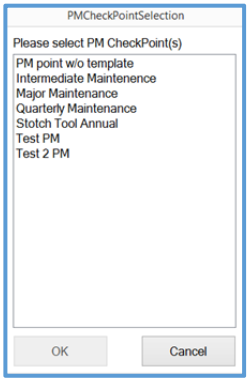


The following actions apply to the CVe OnDemand Report Generation Panel that just appeared:



5. Complete “CVe Connected By” and “Company” fields (CVe OnDemand Report Generation panel)
6. Check the “Reason for Connecting CVe.”
   a. When selecting *Scheduled Maintenance PM* the PM Checkpoints Selection window opens. Select which type of PM you are logging.
   b. Add notes to the **Optional Activity Log Notes** field.
7. Add Email destinations for the report, separating each with a semi-colon(;) and click “Continue”

The ability to send Emails from OnDemand requires an Internet connection and may require adjusting firewall settings or configuring OnDemand to send Emails with a personal account.

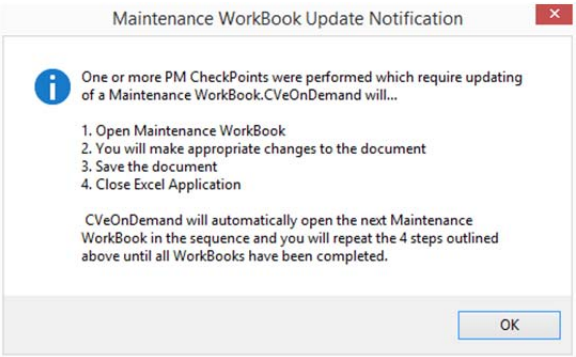


Viewing, Sending and Exporting Reports

The latest Excel Report or Encrypted Report can be viewed and sent from the Reports tab of OnDemand Software.

Selecting an Excel Report or pdf Report from either dropdown menu will give you the opportunity to view, de-encrypt or Email the most recent Report.

If there was an Excel workbook attached to the PM that is to be completed, the Maintenance Workbook Update Notification window will appear after generating the report. As described in the window (right), after clicking OK the workbook will open, make the changes as needed, save the document and close Excel. If there is more than one workbook for a particular PM, CVe OnDemand will automatically open each workbook in sequence to be completed.


Maintenance WorkBook Update Notification
One or more PM CheckPoints were performed which require updating of a Maintenance WorkBook.CVeOnDemand will...
1. Open Maintenance WorkBook
2. You will make appropriate changes to the document
3. Save the document
4. Close Excel Application
CVeOnDemand will automatically open the next Maintenance WorkBook in the sequence and you will repeat the 4 steps outlined above until all WorkBooks have been completed.
OK

To view the Excel workbook navigate to C/Program Data/CVeOnDemand/Maintenance Updates. Select the Device ID. Select the workbook name.

Importing Reports

To import a report into OnDemand, copy the .enc file that you have been Emailed to the CVe/SourceData folder, which can be found at the Storage Path for Reports on the settings tab.

The imported Report can be decrypted and viewed from the Reports tab (see above).

Tool Transfers

To transfer a tool between two locations follow the instructions in this user's guide to export the Report from the source PC (see section titled: Viewing, Sending and Exporting Reports) to the destination PC (see section titled: Importing Reports)

Molding Data Transfer

Molding Data Transfer allows a user to download, encrypt and store molding data from a CVe Monitor without generating a Report. This allows the user to quickly download the data and later generate reports from it or Email it to a customer who can generate a Report from it using OnDemand.

Starting Molding Data Transfer:

1) Open OnDemand software and select the Support tab followed by the Configure Email button
2) Check the box next to Molding Data Transfer
3) Select Apply

OnDemand is now in Molding Data Transfer mode

To retrieve data from a CVe Monitor

1) Tether the CVe Monitor and click Get CVe Data then Generate Report
2) Complete the information requested by the CVe OnDemand Report Generation panel before selecting continue
3) A popup will inform you the encrypted array has been created and gives the location it is stored at

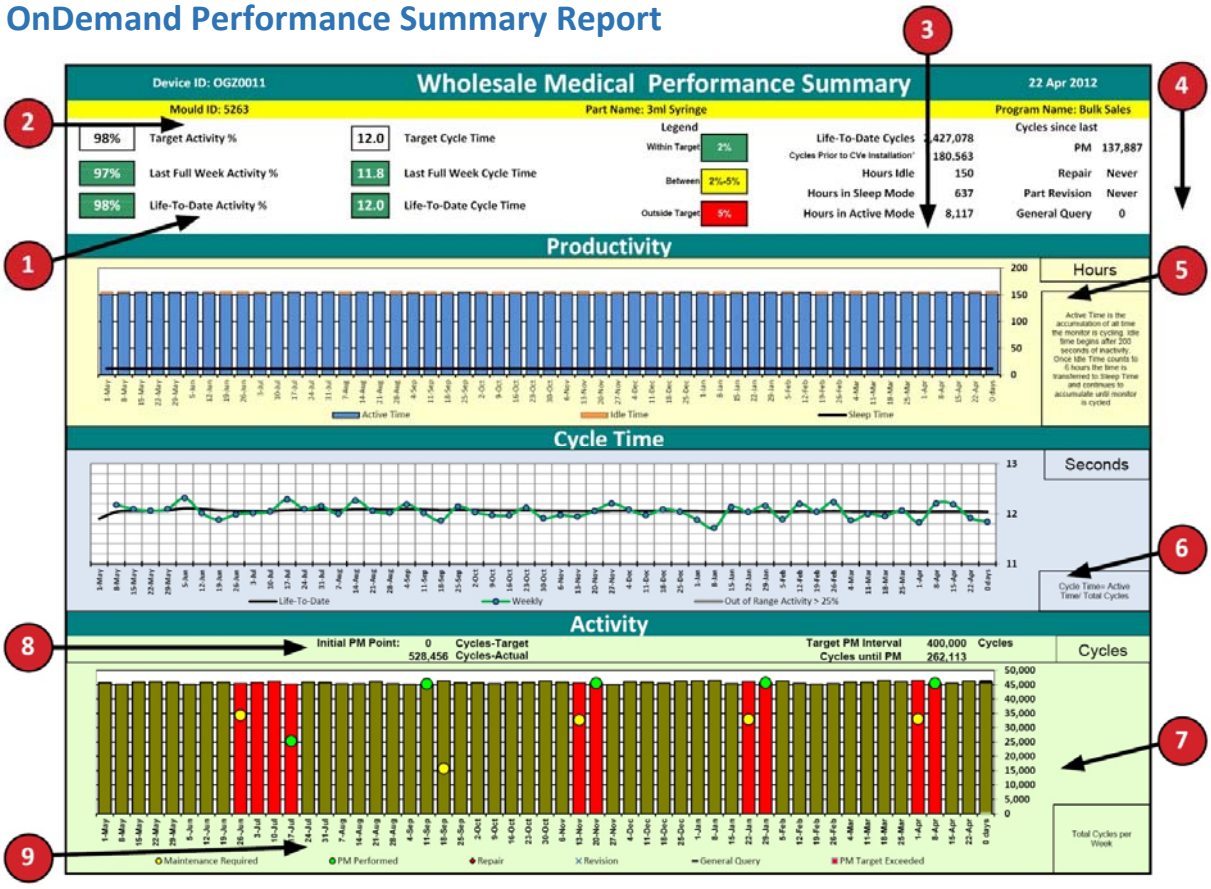
To send molding data

1) From OnDemand select the **Reports** tab
2) Select the targeted tool from the **Select Encrypted Report** dropdown
3) Enter the destination Email address and select Continue (can also be Emailed when it is initially retrieved)

Receiving and using molding data

1) Move the molding data (.enc file) to the Source Data folder that is stored at your **Storage Path for Reports**, which can be found on the **Settings** tab.
2) From the OnDemand **Reports** tab select the molding data you imported from the dropdown list titled **Select Encrypted Report**
3) Select **Create Report**

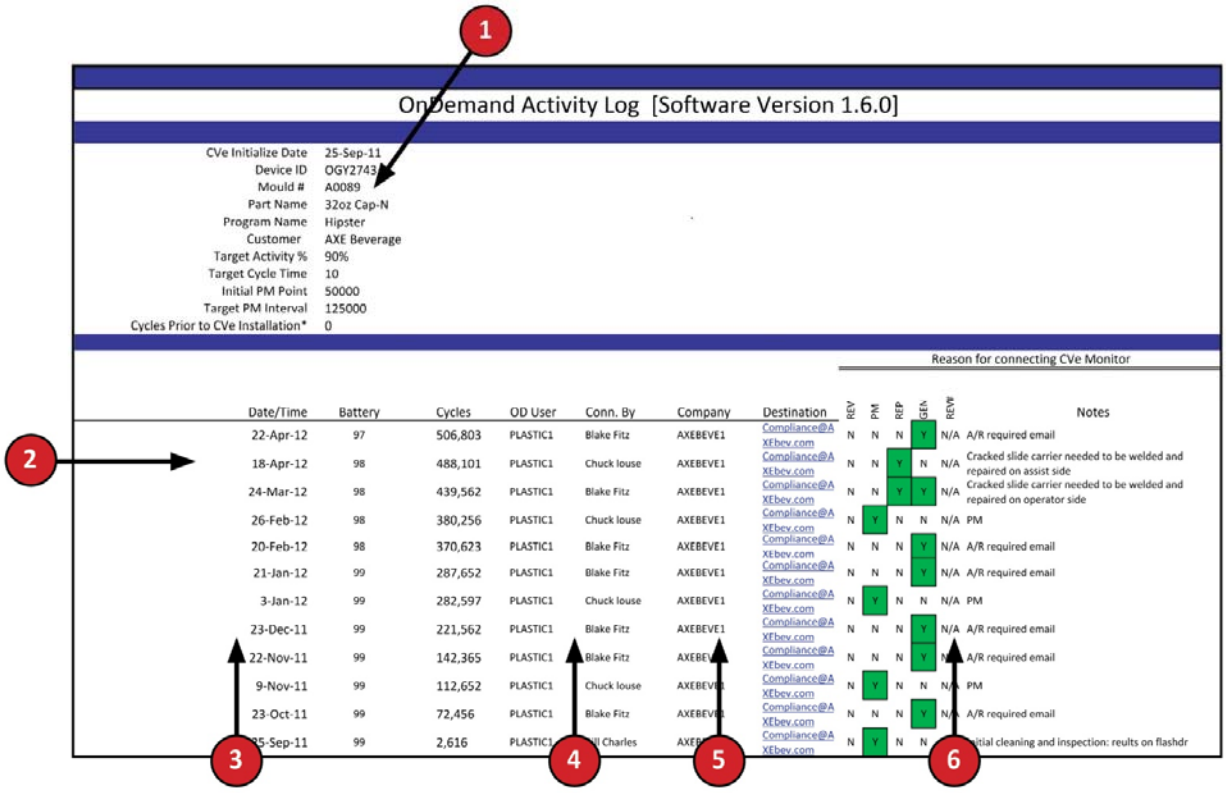
OnDemand Performance Summary Report



Activity Monitors indicate changes in idle times, alerting personal of downtime issues

1. **Cycle Time Monitors** quickly call attention to increases and decreases in Cycle Times and Activity versus defined targets entered during CVe Monitor initialization
2. **Mold Data Panel** allows all stakeholders to quickly identify the mold being viewed
3. **Service History** displays hours that your mold has been run and Lifetime Cycle Counts
4. **Tool Activity Panel** displays the cycle count of the most recent PM (preventive maintenance), repair, part revision and general query
5. **Productivity Graph** shows the amount of downtime for your mold
6. **Cycle Time Graph** alerts individuals to changes in cycle time by comparing weekly and historical data, weekly average cycle times that are further than 25% from historical values are shown as a gray bar
7. **Activity Graph** presents historical weekly cycle counts to allow accurate press time assessments
8. **Maintenance Alert** displays when initial PM occurred and cycles until next PM is required
9. **Activity Tracking** graphically displays when the tool received PM, Repairs, Part Revisions and Queries. Sessions in which a tool is operated beyond required maintenance levels are indicated with a change in the color of the bar. For example a red indicates operation outside of the required PM limit.

OnDemand Activity Log


1
OnDemand Activity Log [Software Version 1.6.0]
CVe Initialize Date 25-Sep-11
Device ID OGY2743
Mould # A0089
Part Name 32oz Cap-N
Program Name Hipster
Customer AXE Beverage
Target Activity % 90%
Target Cycle Time 10
Initial PM Point 50000
Target PM Interval 125000
Cycles Prior to CVe Installation* 0
Reason for connecting CVe Monitor
Date/Time Battery Cycles OD User Conn. By Company Destination REV PM REP GEA REVR Notes
22-Apr-12 97 506,803 PLASTIC1 Blake Fitz AXEBEVE1 Compliance@AXEbev.com N N N Y N/A A/R required email
18-Apr-12 98 488,101 PLASTIC1 Chuck louse AXEBEVE1 Compliance@AXEbev.com N N Y N N/A Cracked slide carrier needed to be welded and repaired on assist side
24-Mar-12 98 439,562 PLASTIC1 Blake Fitz AXEBEVE1 Compliance@AXEbev.com N N Y Y N/A Cracked slide carrier needed to be welded and repaired on operator side
26-Feb-12 98 380,256 PLASTIC1 Chuck louse AXEBEVE1 Compliance@AXEbev.com N Y N N N/A PM
20-Feb-12 98 370,623 PLASTIC1 Blake Fitz AXEBEVE1 Compliance@AXEbev.com N N N Y N/A A/R required email
21-Jan-12 99 287,652 PLASTIC1 Blake Fitz AXEBEVE1 Compliance@AXEbev.com N N N Y N/A A/R required email
3-Jan-12 99 282,597 PLASTIC1 Chuck louse AXEBEVE1 Compliance@AXEbev.com N Y N N N/A PM
23-Dec-11 99 221,562 PLASTIC1 Blake Fitz AXEBEVE1 Compliance@AXEbev.com N N N Y N/A A/R required email
22-Nov-11 99 142,365 PLASTIC1 Blake Fitz AXEBEVE1 Compliance@AXEbev.com N N N Y N/A A/R required email
9-Nov-11 99 112,652 PLASTIC1 Chuck louse AXEBEVE1 Compliance@AXEbev.com N Y N N N/A PM
23-Oct-11 99 72,456 PLASTIC1 Blake Fitz AXEBEVE1 Compliance@AXEbev.com N N N Y N/A A/R required email
25-Sep-11 99 2,616 PLASTIC1 Jill Charles AXEBEVE1 Compliance@AXEbev.com N Y N N Initial cleaning and inspection: reults on flashdr
2
3
4
5
6

1. **Mold Identification Data** provides important information such as
   - Date Mold was entered into service
   - Unique Serial Number for the CVe Monitor linked to this log
   - Name of part being molded
   - Unique Program Name to allow OEMs to link together data from program tools
   - Customer's name
   - Target Activity Percentage for integration into Activity Reports
   - Target Cycle Time to indicate failure to maintain recommended cycle times
   - Initial PM Point the cycle count that Initial maintenance must be completed by
   - Target PM Point is the required maintenance interval following Initial PM
2. **Mold Activity Dates** indicate dates for mold pulls and demonstrate adherence to OEM directed reporting
3. **Lifetime Cycle Count** provides historical usage requirements allowing more efficient planning of Preventive Maintenance (PM) Programs
4. **Destination Address** provides a log of customers that have been provided an Activity Report and Log, eliminating the need to go through additional steps to provide this information to your customer
5. **Maintenance Log** records downtime related to Preventive Maintenance and Mold Revisions
6. **Notes** allow customers the ability to keep a log of electronic records with each of their molds. Warnings for overdue or upcoming PM that have been issued are noted in this section with notes entered by the user.

Troubleshooting OnDemand

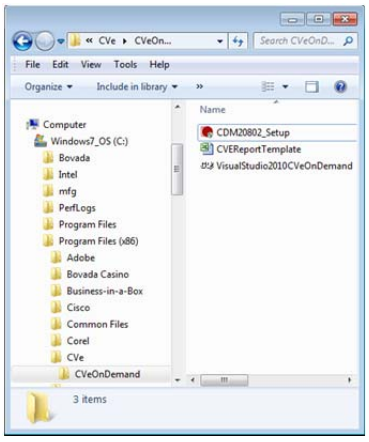
AST Technology provides support and assistance for our customers on the OnDemand software as well as the CVe Monitors. If you have an issue that requires assistance please contact us at HelpDesk@AST-tech.de

Please provide the following information with your request:

1. OnDemand Software Version
2. Operating System
3. Excel Version
4. Device ID from CVe
5. Images of any error message

The following are solutions to some common errors. Instructions may vary depending on your system settings, operating system or version of Excel.

Unable to Locate CVe Device after 5 attempts



1. Verify that the CVe is not in FLASHdr mode by pressing the button on the face of the CVe until it does not say FLASHdr.

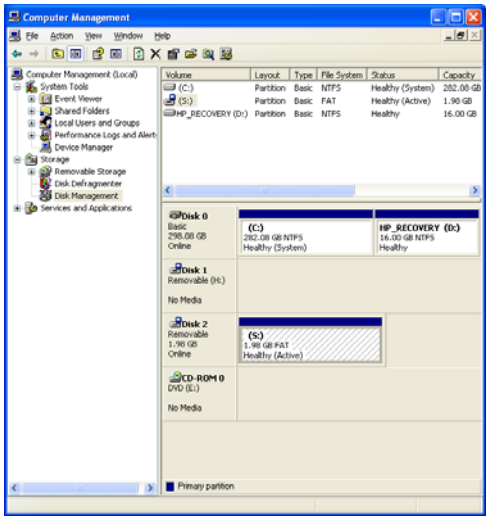
   If OnDemand software still is unable to locate the CVe,

2. Manually load the driver for the CVe Monitor by navigating to the CVe Monitors root directory and double clicking on the driver titled CDM20802_Setup.

   If OnDemand software still is unable to locate the CVe,

3. Ensure that your USB port is operating correctly by trying to connect another device to the USB port. If other devices do not work with the PC then the USB port may be broken or it may be locked to as part of a security policy (consult your IT department).

I cannot find the FLASHdr



1. Verify that the USB port works by testing it with a device that is known to be functioning
2. Make sure the CVe is tethered using a mini USB Type B cable and the readout says FLASHdr
3. Map the drive to the CVe with the following steps
   a. Click windows start Button
   b. Right click on my computer
   c. Select Manage from the drop down menu
   d. Right click on the impacted drive where the CVe Monitor is connected and select “Change Drive Letters and Paths…”. (You will right click on the “cell” with the blue bar as a header. This is on the bottom right corner of the window on the right)
   e. Click on the button labeled “Change”
   f. Check on “Assign the following drive letter” and select drive “S” (you may select any drive if S isn’t available).

The Device ID on the CVe Monitor is unreadable. Where can I find the Device ID?

The Device ID can be found by tethering your CVe to a PC and running OnDemand software. It will be displayed in the Device ID field once “Get CVe Data” has been pressed.

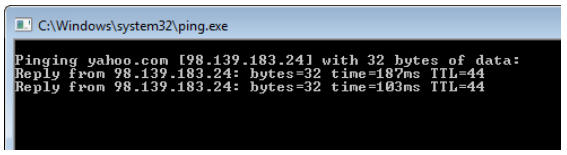
I receive a “Programmatic Error”

Excel must be configured to allow OnDemand to access it. Instructions for this are provided in ”Change Excel settings to allow OnDemand to use it to generate reports.”

How do I know if OnDemand has internet access?

Select the windows start button | | **and enter ping yahoo.com**

A window will appear that displays time time for a round-trip message to Yahoo. If access is restricted by a firewall the ping to Yahoo will not be successful.


C:\Windows\system32\ping.exe
Pinging yahoo.com [98.139.183.24] with 32 bytes of data:
Reply from 98.139.183.24: bytes=32 time=187ms TTL=44
Reply from 98.139.183.24: bytes=32 time=103ms TTL=44

Succesful ping to Yahoo

I am receiving a PDF error when I try to generate a Report

The PDF add-in may not be installed. Within Excel, go to the Excel Properties in main menu.

1. Go to the Add-Ins tab, and select the disabled Add-Ins pull down at the bottom. If you have the Acrobat Add-in available, you should be able to select it and enable it at this time.
2. If it is not available, verify that the add-in is not already installed by going to main add-in screen and reviewing.
3. If not available, the customer must download SP2 or the add-on by referring to the information on page 4.

Why don’t I generate a PDF?

PDFs are generated when using Excel 2007 or greater. Due to Excel 2003 limitations OnDemand is only able to create workbooks.

If the battery dies, will I lose molding data?

In the vast majority of situations you will never lose molding data. The data is written to the CVe’s flash memory within two hours. The CVe continues to count after the display shuts down and is powered via the USB port to allow data retrieval. Once the CVe falls below 5% battery life remaining it will not write any new data to flash memory but continues to hold the all previous data. Your molding data can be transferred to a new CVe by contacting HelpDesk@AST-tech.de.

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